

DEPARTMENT OF SOCIAL SERVICES

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April 10, 1987

ALL-COUNTY INFORMATION NOTICE NO. 1-26-87

TO: ALL COUNTY GAIN COORDINATORS
ALL COUNTY WELFARE DIRECTORS

SUBJECT: GREATER AVENUES FOR INDEPENDENCE (GAIN) COUNTY PLAN
INFORMATION

On November 11, 1986, the State Department of Social Services (SDSS) issued an All-County Information Notice which provided clarification on several requirements of the GAIN Plan. The purpose of this notice is to identify additional areas that should receive particular attention in the development of your GAIN program and request additional information in your GAIN County Plan.

Additionally, the SDSS GAIN Implementation Bureau and Financial Management Services Branch have begun preliminary onsite monitoring reviews in counties operating the GAIN program. The purpose of these reviews is to obtain an overview of the systems and procedures that counties have developed to operate the GAIN program and identify potential problem areas. As a result of the monitoring and reviews of GAIN County Plans, the SDSS has identified potential problem areas that may be applicable to other counties who are in the process of developing and/or implementing the GAIN program. These areas are identified below for your information.

Client Tracking System

Information from recent monitoring activities indicate a need for counties to develop a client tracking system that provides timely feedback on client activities. If clients do not participate in GAIN activities when they are mandated to do so, the credibility of the program is jeopardized. In order to track client activity, counties must develop a system that provides timely identification of client no-shows (not attending the designated GAIN activity for the first time) and non-participation. Non-participation should be reported on a daily basis to the County Welfare Department (CWD) when the standards developed by a service provider for attendance are not met by a client. The standards for attendance should be developed jointly by the CWD and service provider; these standards must insure that participants are actively involved in their assigned component.

Client No-Shows

The SDSS has been informed by counties operating the GAIN program that they are experiencing higher than expected no-show rates. The high no-show rates have caused a number of problems in the counties.

Manual of Policy and Procedures (MPP) Section 42-781.2 and 42-781.21 state that the CWD shall give the individual an opportunity to explain why he/she refused or failed to meet the program requirements and the CWD should send the individual an appointment notice to meet and discuss the action. Since the CWD has to begin the above activities with each no-show client, staff time normally designated for other activities is now being spent on conciliation activities. In addition, because of high no-show rates, GAIN components are experiencing a reduction in client activity levels; i.e., the number of clients going from one component to another are reduced. High no-show rates are also affecting CWD activities in meeting regulatory time requirements; i.e., completion of appraisals.

Counties have begun to address this problem by assigning specific activities to increase the potential for client participation. Some of these activities are described below:

- o Utilizing the orientation process as a means for informing and providing clarification on program requirements and providing a comfortable, informal atmosphere for clients to discuss and alleviate their own concerns regarding the program.
- o Allowing the clients, at the orientation process, to meet the service providers they may be working with throughout the program.
- o Providing a specific outreach from the local Resource and Referral agency to meet with all clients prior to orientation, to discuss supportive services needs and to lay the groundwork for program requirements and participation.

Another activity that counties have instituted in an attempt to reduce no-shows is to combine activities, i.e., orientation and appraisal, to reduce the number of times the client must travel and/or obtain child care. All the above activities appear to be having a positive effect on reducing the number of no-shows.

Recouping Advance Supportive Services Funds

Since the GAIN program allows for advance child care and transportation payments to be made to clients when it is necessary and desired, and because of the high number of no-shows, counties are discovering the need to develop a system for recouping advance payments made to clients who do not show up for the designated GAIN activity. This system needs to be able to identify all GAIN clients who have received supportive services funds as advance payments and receive input from client tracking systems to trigger recoupment activities.

The monitoring activities and continued reviews of initial GAIN County Plans have identified some significant areas that need to be addressed during the county planning process. As a result, the SDSS is requesting additional information to be provided in GAIN County Plans. This information is necessary to ensure that counties have developed systems and procedures for addressing critical program areas. For those counties who have not yet submitted a GAIN County Plan to SDSS for review and approval, please provide the following information as a part of your plan:

Client Tracking System

Provide a complete description of the client feedback system from providers to CWD. This description should include assurances that providers will contact the CWD on a daily basis to report client no-shows and non-participation.

Child Care/Transportation


Provide a description of your system for recouping supportive services funds that have been paid in advance to participants. This description should include the specific procedures established to recoup funds.

In addition, counties are reminded that they must provide assurances that there are enough child care slots available in the County to begin operations of the GAIN program. Counties must also include a description of the specific activities to be accomplished, and by what agency, to develop additional child care slots.

Money Management System

Provide a description of the functions and activities of your money management system. This description should include the roles and responsibilities of staff involved in money management, including the system for paying client bills.

The information described above must be incorporated into your GAIN County Plans. We hope that this notice has alerted you to potential problem areas in the implementation of your GAIN program. If you have any questions, please contact your GAIN Implementation Bureau County Consultant.


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Deputy Director
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Services Division